Environmental Quality

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	High	Low	FCR Total
Environmental Quality	Application Services	Danielle Hood	0 0	4 0	4 0
		Dustin Crump	0 0	3 0	3 0
		Martin Gonzalez	0 0	3 3	3 3
		Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	11 3	11 3
	Application Support - DFO	Akemi Dean	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Help Desk	Brenda Treadway	0 0	10 10	10 10
		Eileen Dubach	0 0	4 4	4 4
		James Stearns	2 2	1 1	3 3
		Julie VanBeekum	0 0	1 1	1 1

Environmental Quality

			High	Low	FCR Total
Environmental Quality	Help Desk	Sarah Johnson	0 0	1 0	1 0
		Vicky Marrelli	0 0	8 7	8 7
		Assigned to Individual Total	2 2	25 23	27 25
	Metro B Desktop Support	Austin Farey	0 0	2 0	2 0
		Bill Crowther	0 0	16 0	16 0
		Cody Flanders	0 0	6 0	6 0
		Jay Locker	1 0	8 0	9 0
		Kraig Ellis	1 0	8 0	9 0
		Matthew Blunk	0 0	1 0	1 0
		Mike Sine	0 0	1 1	1 1
		Mike Wilde	0 0	10 0	10 0
		Sean Chadbourne	0 0	2 0	2 0
		Tyler Pearce	0 0	3 0	3 0
		Assigned to Individual Total	2 0	57 1	59 1

Environmental Quality

			High	Low	FCR Total
Environmental Quality	Metro B Help Desk	Gary Graham	0 0	11 7	11 7
		Todd Manning	0 0	16 13	16 13
		Val Shepherd	0 0	18 10	18 10
		Assigned to Individual Total	0 0	45 30	45 30
	Metro B Hosting	James Gramse	0 0	2 2	2 2
		Assigned to Individual Total	0 0	2 2	2 2
	Strategic Communications	Dennis Rogers	0 0	1 0	1 0
		Luis Larios	0 0	2 0	2 0
		Assigned to Individual Total	0 0	3 0	3 0
	Voice Operations	Gail Christiansen	0 0	2 0	2 0
		Kelly Johnson	0 0	2 0	2 0
		Romanza Hamblin Sorensen	0 0	5 5	5 5
		Assigned to Individual Total	0 0	9 5	9 5
	Assigned Group Total		4 2	153 64	157 66

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Environmental Quality

	High	Low	FCR Total
Customer Company Total	4	153	157
	2	64	66

Environmental Quality

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Inital Response		
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**MIR Total**
Environmental Quality	Application Services	Danielle Hood	0 0	4 4	4 4
		Dustin Crump	0 0	3 3	3 3
		Martin Gonzalez	0 0	3 1	3 1
		Tony Larsen	0 0	1 1	1 1
		Assigned to Individual Total	0 0	11 9	11 9
	Application Support - DFO	Akemi Dean	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Help Desk	Brenda Treadway	0 0	10 0	10 0
		Eileen Dubach	0 0	4 0	4 0
		James Stearns	2 0	1 0	3 0
		Julie VanBeekum	0 0	1 0	1 0

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Environmental Quality

			High	Low	MIR Total
Environmental Quality	Help Desk	Sarah Johnson	0 0	1 0	1 0
		Vicky Marrelli	0 0	8 0	8 0
		Assigned to Individual Total	2 0	25 0	27 0
	Metro B Desktop Support	Austin Farey	0 0	2 0	2 0
		Bill Crowther	0 0	16 1	16 1
		Cody Flanders	0 0	6 0	6 0
		Jay Locker	1 0	8 0	9 0
		Kraig Ellis	1 0	8 2	9 2
		Matthew Blunk	0 0	1 0	1 0
		Mike Sine	0 0	1 0	1 0
		Mike Wilde	0 0	10 0	10 0
		Sean Chadbourne	0 0	2 0	2 0
		Tyler Pearce	0 0	3 0	3 0
		Assigned to Individual Total	2 0	57 3	59 3

Environmental Quality

			High	Low	MIR Total
Environmental Quality	Metro B Help Desk	Gary Graham	0 0	11 0	11 0
		Todd Manning	0 0	16 0	16 0
		Val Shepherd	0 0	18 2	18 2
		Assigned to Individual Total	0 0	45 2	45 2
	Metro B Hosting	James Gramse	0 0	2 1	2 1
		Assigned to Individual Total	0 0	2 1	2 1
	Strategic Communications	Dennis Rogers	0 0	1 0	1 0
		Luis Larios	0 0	2 0	2 0
		Assigned to Individual Total	0 0	3 0	3 0
	Voice Operations	Gail Christiansen	0 0	2 0	2 0
		Kelly Johnson	0 0	2 0	2 0
		Romanza Hamblin Sorensen	0 0	5 0	5 0
		Assigned to Individual Total	0 0	9 0	9 0
	Assigned Group Total		4 0	153 16	157 16

Environmental Quality

	High	Low	MIR Total
Customer Company Total	4	153	157
	0	16	16

Environmental Quality

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Assigned Group	Assigned to Individual	High	Low	ATTIR Total
Environmental Quality	Application Services	Danielle Hood	0 0.00	4 26.95	4 26.95
		Dustin Crump	0 0.00	3 60.86	3 60.86
		Martin Gonzalez	0 0.00	3 2.91	3 2.91
		Tony Larsen	0 0.00	1 58.07	1 58.07
		Assigned to Individual Total	0 0.00	11 32.47	11 32.47
	Application Support - DFO	Akemi Dean	0 0.00	1 4.57	1 4.57
		Assigned to Individual Total	0 0.00	1 4.57	1 4.57
	Help Desk	Brenda Treadway	0 0.00	10 0.01	10 0.01
		Eileen Dubach	0 0.00	4 0.13	4 0.13
		James Stearns	2 0.00	1 0.00	3 0.00

Environmental Quality

			High	Low	ATTIR Total
Environmental Quality	Help Desk	Julie VanBeekum	0 0.00	1 0.00	1 0.00
		Sarah Johnson	0 0.00	1 0.00	1 0.00
		Vicky Marrelli	0 0.00	8 0.00	8 0.00
		Assigned to Individual Total	2 0.00	25 0.03	27 0.02
	Metro B Desktop Support	Austin Farey	0 0.00	2 0.24	2 0.24
		Bill Crowther	0 0.00	16 0.33	16 0.33
		Cody Flanders	0 0.00	6 0.29	6 0.29
		Jay Locker	1 0.36	8 0.32	9 0.32
		Kraig Ellis	1 0.23	8 0.52	9 0.49
		Matthew Blunk	0 0.00	1 0.48	1 0.48
		Mike Sine	0 0.00	1 0.48	1 0.48
		Mike Wilde	0 0.00	10 0.13	10 0.13
		Sean Chadbourne	0 0.00	2 0.34	2 0.34
		Tyler Pearce	0 0.00	3 0.08	3 0.08

Environmental Quality

			High	Low	ATTIR Total
Environmental Quality	Metro B Desktop Support	Assigned to Individual Total	2 0.29	57 0.30	59 0.30
	Metro B Help Desk	Gary Graham	0 0.00	11 0.08	11 0.08
		Todd Manning	0 0.00	16 0.01	16 0.01
		Val Shepherd	0 0.00	18 0.24	18 0.24
		Assigned to Individual Total	0 0.00	45 0.12	45 0.12
	Metro B Hosting	James Gramse	0 0.00	2 1.16	2 1.16
		Assigned to Individual Total	0 0.00	2 1.16	2 1.16
	Strategic Communications	Dennis Rogers	0 0.00	1 0.00	1 0.00
		Luis Larios	0 0.00	2 0.44	2 0.44
		Assigned to Individual Total	0 0.00	3 0.29	3 0.29
	Voice Operations	Gail Christiansen	0 0.00	2 0.23	2 0.23
		Kelly Johnson	0 0.00	2 0.15	2 0.15
		Romanza Hamblin Sorensen	0 0.00	5 0.21	5 0.21
		Assigned to Individual Total	0 0.00	9 0.20	9 0.20

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Environmental Quality

		High	Low	ATTIR Total
Environmental Quality	**Assigned Group Total**	4 0.15	153 2.55	157 2.49
Customer Company Total		4 0.15	153 2.55	157 2.49

Environmental Quality

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

| | | | Top Number - Total Incidents Bottom Number - Missed Resolution | | |
Customer Company	Assigned Group	Assigned to Individual	High	Low	MR Total
Environmental Quality	Application Services	Danielle Hood	0 0	4 3	4 3
		Dustin Crump	0 0	3 2	3 2
		Martin Gonzalez	0 0	3 2	3 2
		Tony Larsen	0 0	1 1	1 1
		Assigned to Individual Total	0 0	11 8	11 8
	Application Support - DFO	Akemi Dean	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Help Desk	Brenda Treadway	0 0	10 0	10 0
		Eileen Dubach	0 0	4 0	4 0
		James Stearns	2 0	1 0	3 0
		Julie VanBeekum	0 0	1 0	1 0

Environmental Quality

			High	Low	MR Total
Environmental Quality	Help Desk	Sarah Johnson	0 0	1 0	1 0
		Vicky Marrelli	0 0	8 0	8 0
		Assigned to Individual Total	2 0	25 0	27 0
	Metro B Desktop Support	Austin Farey	0 0	2 0	2 0
		Bill Crowther	0 0	16 0	16 0
		Cody Flanders	0 0	6 0	6 0
		Jay Locker	1 0	8 0	9 0
		Kraig Ellis	1 0	8 1	9 1
		Matthew Blunk	0 0	1 0	1 0
		Mike Sine	0 0	1 0	1 0
		Mike Wilde	0 0	10 0	10 0
		Sean Chadbourne	0 0	2 0	2 0
		Tyler Pearce	0 0	3 0	3 0
		Assigned to Individual Total	2 0	57 1	59 1

Environmental Quality

			High	Low	MR Total
Environmental Quality	Metro B Help Desk	Gary Graham	0 0	11 0	11 0
		Todd Manning	0 0	16 0	16 0
		Val Shepherd	0 0	18 0	18 0
		Assigned to Individual Total	0 0	45 0	45 0
	Metro B Hosting	James Gramse	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Strategic Communications	Dennis Rogers	0 0	1 0	1 0
		Luis Larios	0 0	2 0	2 0
		Assigned to Individual Total	0 0	3 0	3 0
	Voice Operations	Gail Christiansen	0 0	2 0	2 0
		Kelly Johnson	0 0	2 0	2 0
		Romanza Hamblin Sorensen	0 0	5 0	5 0
		Assigned to Individual Total	0 0	9 0	9 0
	Assigned Group Total		4 0	153 9	157 9

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Environmental Quality

	High	Low	MR Total
Customer Company Total	4 0	153 9	157 9

Environmental Quality

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Environmental Quality	Application Services	Danielle Hood	0 0.00	4 28.64	4 28.64
		Dustin Crump	0 0.00	3 61.26	3 61.26
		Martin Gonzalez	0 0.00	3 56.73	3 56.73
		Tony Larsen	0 0.00	1 58.08	1 58.08
		Assigned to Individual Total	0 0.00	11 47.87	11 47.87
	Application Support - DFO	Akemi Dean	0 0.00	1 5.55	1 5.55
		Assigned to Individual Total	0 0.00	1 5.55	1 5.55
	Help Desk	Brenda Treadway	0 0.00	10 0.02	10 0.02
		Eileen Dubach	0 0.00	4 0.28	4 0.28
		James Stearns	2 0.00	1 0.00	3 0.00

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Environmental Quality

			High	Low	ATTR Total
Environmental Quality	Help Desk	Julie VanBeekum	0 0.00	1 0.00	1 0.00
		Sarah Johnson	0 0.00	1 0.10	1 0.10
		Vicky Marrelli	0 0.00	8 0.85	8 0.85
		Assigned to Individual Total	2 0.00	25 0.34	27 0.32
	Metro B Desktop Support	Austin Farey	0 0.00	2 0.24	2 0.24
		Bill Crowther	0 0.00	16 0.79	16 0.79
		Cody Flanders	0 0.00	5 0.32	5 0.32
		Jay Locker	1 0.46	8 0.67	9 0.64
		Kraig Ellis	1 1.30	8 2.13	9 2.04
		Matthew Blunk	0 0.00	1 1.78	1 1.78
		Mike Sine	0 0.00	1 0.48	1 0.48
		Mike Wilde	0 0.00	10 0.87	10 0.87
		Sean Chadbourne	0 0.00	2 0.68	2 0.68
		Tyler Pearce	0 0.00	3 0.08	3 0.08

Environmental Quality

			High	Low	ATTR Total
Environmental Quality	Metro B Desktop Support	Assigned to Individual Total	2 0.88	56 0.88	58 0.88
	Metro B Help Desk	Gary Graham	0 0.00	11 0.13	11 0.13
		Todd Manning	0 0.00	16 0.02	16 0.02
		Val Shepherd	0 0.00	18 0.31	18 0.31
		Assigned to Individual Total	0 0.00	45 0.17	45 0.17
	Metro B Hosting	James Gramse	0 0.00	2 1.16	2 1.16
		Assigned to Individual Total	0 0.00	2 1.16	2 1.16
	Strategic Communications	Dennis Rogers	0 0.00	1 3.69	1 3.69
		Luis Larios	0 0.00	2 2.56	2 2.56
		Assigned to Individual Total	0 0.00	3 2.94	3 2.94
	Voice Operations	Gail Christiansen	0 0.00	2 0.23	2 0.23
		Kelly Johnson	0 0.00	2 0.18	2 0.18
		Romanza Hamblin Sorensen	0 0.00	5 0.28	5 0.28
		Assigned to Individual Total	0 0.00	9 0.25	9 0.25

Environmental Quality

		High	Low	ATTR Total
Environmental Quality	**Assigned Group Total**	4 0.44	152 4.02	156 3.93
Customer Company Total		4 0.44	152 4.02	156 3.93

Environmental Quality

Detail

INC000000612015	Glade Sowards	Application	Error	Gmail		TIR Missed: Yes	58.07
Application Services	Tony Larsen	Environmental Quality	Low	Closed		TTR Missed: Yes	58.08
INC000000612186	Myron Bateman	Application	Error	Gmail		TIR Missed: No	0.00
Application Services	Martin Gonzalez	Environmental Quality	Low	Resolved		TTR Missed: Yes	161.45
INC000000623469	Mat Carlile	None	None	Gmail		TIR Missed: Yes	156.06
Application Services	Dustin Crump	Environmental Quality	Low	Closed		TTR Missed: Yes	156.06
INC000000625616	Ralph Bohn	None	None	Postini		TIR Missed: Yes	88.49
Application Services	Danielle Hood	Environmental Quality	Low	Closed		TTR Missed: Yes	88.71
INC000000627982	Frances Bernards	None	None	Google Chrome		TIR Missed: No	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	0.78
INC000000630595	Douglas Bacon	Application	Error	Gmail		TIR Missed: No	0.28
Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Closed		TTR Missed: No	2.64
INC000000630617	Brad T Johnson	Application	Error	Gmail		TIR Missed: No	0.36
Metro B Desktop Support	Jay Locker	Environmental Quality	High	Closed		TTR Missed: No	0.46
INC000000630654	Amanda Smith	Network	Performance	None		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Environmental Quality	Low	Closed		TTR Missed: No	0.00
INC000000630826	Walter Baker	Mobile Devices	Error	Ipads		TIR Missed: Yes	1.15
Application Services	Danielle Hood	Environmental Quality	Low	Closed		TTR Missed: Yes	6.75
INC000000630833	Mike Givens	Application	Password	Gmail		TIR Missed: No	0.22
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed		TTR Missed: No	0.46
INC000000630910	Mark Hansen	None	None	None		TIR Missed: Yes	1.71
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	2.71
INC000000631136	Shirlie Van Wagoner	Application	Error	None		TIR Missed: No	0.44
Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Closed		TTR Missed: No	0.61
INC000000631310	John Oakeson	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Closed		TTR Missed: No	0.00
INC000000631419	Linda Matulich	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed		TTR Missed: No	0.00
INC000000631426	Michelle Weis	None	None	None		TIR Missed: No	0.12
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	0.44
INC000000631447	Valerie Warr	None	None	None		TIR Missed: No	0.68
Metro B Hosting	James Gramse	Environmental Quality	Low	Closed		TTR Missed: No	0.68

Environmental Quality

INC000000631467	Linda Matulich	Application	Password	Gmail		TIR Missed: No	0.00
Help Desk		Vicky Marrelli	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000631572	Susan Woeppel	Application	Reporting	Gmail		TIR Missed: Yes	15.82
Application Services		Danielle Hood	Environmental Quality	Low	Closed	TTR Missed: Yes	15.97
INC000000631598	Andrea Riddle	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
Help Desk		Vicky Marrelli	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000631639	Rachael Cassady	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000631688	Matt Sullivan	Application	None	Internet Explorer		TIR Missed: No	0.32
Metro B Desktop Support		Jay Locker	Environmental Quality	Low	Closed	TTR Missed: No	0.32
INC000000631864	Jeff Vandel	PC/Laptop	Error	None		TIR Missed: No	0.31
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.57
INC000000632041	Jeanell Collings	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.39
Metro B Desktop Support		Cody Flanders	Environmental Quality	Low	Closed	TTR Missed: No	0.45
INC000000632047	Joel Karmazyn	None	None	None		TIR Missed: No	0.26
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.20
INC000000632087	Mike Givens	None	None	None		TIR Missed: No	0.42
Metro B Desktop Support		Sean Chadbourne	Environmental Quality	Low	Closed	TTR Missed: No	1.09
INC000000632124	Samantha Record	None	None	None		TIR Missed: No	0.04
Metro B Desktop Support		Cody Flanders	Environmental Quality	Low	Closed	TTR Missed: No	0.27
INC000000632168	Linda Matulich	None	None	PDF Complete		TIR Missed: No	0.07
Metro B Desktop Support		Jay Locker	Environmental Quality	Low	Closed	TTR Missed: No	0.25
INC000000632571	Brad T Johnson	Application	Reporting	Gmail		TIR Missed: No	0.00
Help Desk		James Stearns	Environmental Quality	High	Closed	TTR Missed: No	0.00
INC000000632586	Shane Bekkemellom	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
Strategic Communications		Dennis Rogers	Environmental Quality	Low	Closed	TTR Missed: No	3.69
INC000000632668	Kiera Harper	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.27
Metro B Desktop Support		Kraig Ellis	Environmental Quality	Low	Closed	TTR Missed: No	0.92
INC000000632689	Harry D Campbell	PC/Laptop	Password	None		TIR Missed: Yes	2.66
Metro B Help Desk		Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	2.66
INC000000632738	Brad T Johnson	Application	Reporting	Gmail		TIR Missed: No	0.00
Help Desk		James Stearns	Environmental Quality	High	Closed	TTR Missed: No	0.00
INC000000632775	Jeffrey Ostermiller	None	None	Gmail		TIR Missed: No	0.13
Metro B Desktop Support		Jay Locker	Environmental Quality	Low	Closed	TTR Missed: No	0.13

Environmental Quality

INC000000632914	Andrea Riddle	Application	Reporting	None		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Environmental Quality		Low	Closed	TTR Missed: No	4.74
INC000000633018	Loren Morton	PC/Laptop	Password	None		TIR Missed: Yes	1.48
Metro B Desktop Support	Kraig Ellis	Environmental Quality		Low	Closed	TTR Missed: No	4.15
INC000000633075	Connie Nakahara	Telecom	Voice Mail	Telephone		TIR Missed: No	0.04
Voice Operations	Romanza Hamblin Sorensen	Environmental Quality		Low	Closed	TTR Missed: No	0.17
INC000000633093	Connie Nakahara	Telecom	None	None		TIR Missed: No	0.46
Voice Operations	Romanza Hamblin Sorensen	Environmental Quality		Low	Closed	TTR Missed: No	0.47
INC000000633471	Paul Zahn	Application	None	Gmail		TIR Missed: Yes	7.95
Application Services	Martin Gonzalez	Environmental Quality		Low	Closed	TTR Missed: Yes	7.95
INC000000633519	William Andes	PC/Laptop	Error	None		TIR Missed: No	0.06
Metro B Desktop Support	Mike Wilde	Environmental Quality		Low	Closed	TTR Missed: No	0.25
INC000000633535	Susan Woeppel	Application	Error	None		TIR Missed: No	0.17
Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Closed	TTR Missed: No	0.32
INC000000633543	Karma Kehler	None	None	None		TIR Missed: No	0.07
Metro B Desktop Support	Mike Wilde	Environmental Quality		Low	Closed	TTR Missed: No	0.47
INC000000633572	Gregory Mortensen	Network	Incident	None		TIR Missed: No	0.16
Metro B Desktop Support	Mike Wilde	Environmental Quality		Low	Closed	TTR Missed: No	0.67
INC000000633599	Carlee Christoffersen	None	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.10
Metro B Desktop Support	Austin Farey	Environmental Quality		Low	Closed	TTR Missed: No	0.10
INC000000633633	Rocky L Stonestreet Jr	Application	None	Gmail		TIR Missed: No	0.00
Help Desk	Eileen Dubach	Environmental Quality		Low	Closed	TTR Missed: No	0.00
INC000000633700	Whitney Oswald	Application	Error	Gmail		TIR Missed: No	0.09
Metro B Help Desk	Gary Graham	Environmental Quality		Low	Closed	TTR Missed: No	0.29
INC000000633710	Frank Stehno	None	None	None		TIR Missed: No	0.00
Help Desk	Sarah Johnson	Environmental Quality		Low	Closed	TTR Missed: No	0.10
INC000000633727	Marc Earnhardt	Application	Password	Utah Master Directory		TIR Missed: No	0.16
Help Desk	Eileen Dubach	Environmental Quality		Low	Closed	TTR Missed: No	0.78
INC000000633810	Marc Earnhardt	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Environmental Quality		Low	Closed	TTR Missed: No	0.00
INC000000633834	Karma Kehler	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.08
Metro B Desktop Support	Mike Wilde	Environmental Quality		Low	Closed	TTR Missed: No	1.58
INC000000634032	Faye Bell	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Closed	TTR Missed: No	0.77

Environmental Quality

INC000000634102	Whitney Oswald	None	None	None	TIR Missed: No	0.24
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.24
INC000000634207	Samantha Record	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000634249	Richard McKeague III	Network	Error	Novell Client for 32-bit Windows	TIR Missed: Yes	1.77
	Metro B Desktop Support	Kraig Ellis	Environmental Quality	Low	Closed	TTR Missed: No	3.24
INC000000634338	Brad T Johnson	Application	Password	None	TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000634367	Whitney Oswald	Telecom	Call/Receive	Telephone	TIR Missed: No	0.17
	Voice Operations	Kelly Johnson	Environmental Quality	Low	Closed	TTR Missed: No	0.23
INC000000634380	Harold Sandbeck	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.10
	Strategic Communications	Luis Larios	Environmental Quality	Low	Closed	TTR Missed: No	1.25
INC000000634412	Ralph Bohn	Application	Error	Gmail	TIR Missed: No	0.71
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.71
INC000000634463	Nicole Carrell	None	None	None	TIR Missed: No	0.71
	Metro B Desktop Support	Cody Flanders	Environmental Quality	Low	Closed	TTR Missed: No	0.71
INC000000634568	Emily Frary	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000634615	Robert Ford	Telecom	Voice Mail	Telephone	TIR Missed: No	0.13
	Voice Operations	Kelly Johnson	Environmental Quality	Low	Closed	TTR Missed: No	0.14
INC000000634852	Rebecca Troutman	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000634909	Ralph Bohn	None	None	None	TIR Missed: No	0.34
	Metro B Desktop Support	Kraig Ellis	Environmental Quality	Low	Closed	TTR Missed: No	0.34
INC000000634969	Suzan Tahir	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000635061	Jon Black	Application	None	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000635091	Jeri P Olsen	None	None	Google Chrome	TIR Missed: No	0.62
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Closed	TTR Missed: No	0.67
INC000000635209	Linda Matulich	Application	Password	Gmail	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000635389	Robert Ford	Telecom	Voice Mail	Telephone	TIR Missed: No	0.00
	Voice Operations	Gail Christiansen	Environmental Quality	Low	Closed	TTR Missed: No	0.00

Environmental Quality

INC000000635503	Joan Thalmann	PC/Laptop	Error	None		TIR Missed: No	0.37
Metro B Desktop Support	Austin Farey	Environmental Quality	Low	Closed		TTR Missed: No	0.37
INC000000635913	Ralph Bohn	PC/Laptop	Hardware	None		TIR Missed: No	0.13
Metro B Desktop Support	Kraig Ellis	Environmental Quality	Low	Closed		TTR Missed: No	1.29
INC000000636101	Sean Warner	Application	Error	Gmail		TIR Missed: No	0.20
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed		TTR Missed: No	0.69
INC000000636190	Faye Bell	Application	None	None		TIR Missed: No	0.38
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	0.98
INC000000636191	Andrea Riddle	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Closed		TTR Missed: No	0.00
INC000000636207	Sandra Wingert	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Closed		TTR Missed: No	0.00
INC000000636227	Paul Zahn	Application	Error	Gmail		TIR Missed: No	0.78
Application Services	Martin Gonzalez	Environmental Quality	Low	Resolved		TTR Missed: No	0.79
INC000000636232	Heather F Bobb	None	None	None		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Environmental Quality	Low	Closed		TTR Missed: No	0.00
INC000000636319	Sandra Wingert	Application	Password	Utah Master Directory		TIR Missed: No	0.15
Help Desk	Brenda Treadway	Environmental Quality	Low	Closed		TTR Missed: No	0.15
INC000000636418	Rocky L Stonestreet Jr	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Environmental Quality	Low	Closed		TTR Missed: No	
INC000000636570	Greg Sorenson	None	None	Gmail		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed		TTR Missed: No	0.20
INC000000636586	Kathy Lundy	Application	None	Gmail		TIR Missed: No	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	0.00
INC000000636619	Ann Rosser	Application	Error	Gmail		TIR Missed: No	0.21
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed		TTR Missed: No	0.70
INC000000636642	Alex Pashley	Application	Reporting	Gmail		TIR Missed: No	0.00
Help Desk	James Stearns	Environmental Quality	Low	Closed		TTR Missed: No	0.00
INC000000636716	David Snyder	Application	Error	Gmail		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Environmental Quality	Low	Closed		TTR Missed: No	0.00
INC000000636766	Hao Zhu	Application	None	PGP		TIR Missed: No	0.44
Metro B Desktop Support	Cody Flanders	Environmental Quality	Low	Closed		TTR Missed: No	0.44
INC000000636830	Robert Herbert	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Closed		TTR Missed: No	0.00

Environmental Quality

INC000000636863	Michael Storck	None	None	Gmail		TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Environmental Quality	Low	Closed	TTR Missed: No	0.10
INC000000636880	Mo Slam	None	None	None		TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000636922	Jeanell Collings	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.26
Metro B Desktop Support		Sean Chadbourne	Environmental Quality	Low	Resolved	TTR Missed: No	0.26
INC000000637024	Joan Thalmann	Network	Error	None		TIR Missed: No	0.41
Metro B Help Desk		Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	0.44
INC000000637043	Kiera Harper	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.19
Metro B Help Desk		Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	0.24
INC000000637158	Eric Baiden	Application	Error	Gmail		TIR Missed: No	0.00
Help Desk		Vicky Marrelli	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000637367	Doug Taylor	None	None	Gmail		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000637383	Ralph Bohn	Network	Error	None		TIR Missed: No	0.33
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.34
INC000000637427	Alex Pashley	Application	None	Gmail		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000637687	Linda Matulich	None	None	None		TIR Missed: Yes	4.57
Application Support - DFO		Akemi Dean	Environmental Quality	Low	Closed	TTR Missed: No	5.55
INC000000637693	Linda Matulich	None	None	None		TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000637715	Amanda Smith	PC/Laptop	Performance	None		TIR Missed: No	0.23
Metro B Desktop Support		Kraig Ellis	Environmental Quality	High	Closed	TTR Missed: No	1.30
INC000000637726	Wade Hansen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000637829	Gwyn Galloway	None	None	None		TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000637925	Dave McNeill	PC/Laptop	None	None		TIR Missed: No	0.48
Metro B Desktop Support		Mike Sine	Environmental Quality	Low	Closed	TTR Missed: No	0.48
INC000000638193	David Larsen	PC/Laptop	Error	None		TIR Missed: No	0.00
Metro B Desktop Support		Kraig Ellis	Environmental Quality	Low	Resolved	TTR Missed: Yes	6.04
INC000000638428	Ronald Reece	Telecom	Voice Mail	Telephone		TIR Missed: No	0.32
Voice Operations		Romanza Hamblin Sorensen	Environmental Quality	Low	Closed	TTR Missed: No	0.44

Environmental Quality

INC000000638448	Jeffrey Ostermiller	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed:	No	0.00
INC000000638748	Rebecca Marsing	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Closed	TTR Missed:	No	0.00
INC000000638791	James Harris	None	None	None	TIR Missed:	No	0.07
Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved	TTR Missed:	No	0.07
INC000000638879	Therron Blatter	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.48
Metro B Desktop Support	Matthew Blunk	Environmental Quality	Low	Resolved	TTR Missed:	No	1.78
INC000000638930	Joan Thalmann	Network	Error	None	TIR Missed:	No	0.11
Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved	TTR Missed:	No	0.11
INC000000639056	Bill Damery	Application	None	None	TIR Missed:	No	0.68
Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Resolved	TTR Missed:	No	0.68
INC000000639263	Frank Stehno	Application	None	Gmail	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed:	No	0.00
INC000000639415	David Snyder	Application	Password	Utah Master Directory	TIR Missed:	No	0.00
Help Desk	Brenda Treadway	Environmental Quality	Low	Resolved	TTR Missed:	No	0.00
INC000000639441	David Snyder	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed:	No	0.00
INC000000639457	Patrick Barickman	Application	Password	Gmail	TIR Missed:	No	0.00
Help Desk	Brenda Treadway	Environmental Quality	Low	Resolved	TTR Missed:	No	0.00
INC000000639572	David Larsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	Brenda Treadway	Environmental Quality	Low	Resolved	TTR Missed:	No	0.00
INC000000639672	Ying-Ying Macauley	Application	None	Gmail	TIR Missed:	Yes	2.33
Application Services	Danielle Hood	Environmental Quality	Low	Resolved	TTR Missed:	No	3.15
INC000000639959	Bill Reiss	Application	Error	Gmail	TIR Missed:	No	0.12
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed:	No	0.19
INC000000640059	Harold Sandbeck	EIS Hardware	Printer	None	TIR Missed:	No	0.77
Strategic Communications	Luis Larios	Environmental Quality	Low	Resolved	TTR Missed:	No	3.87
INC000000640200	Kathy Barker	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed:	No	0.00
INC000000640208	Andrea Riddle	PC/Laptop	Error	DB2 for Windows	TIR Missed:	No	0.00
Help Desk	Brenda Treadway	Environmental Quality	Low	Resolved	TTR Missed:	No	0.00
INC000000640214	Edith VanVleet	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed:	No	0.00

Environmental Quality

Incident	Requester	Category	Type	Item	TIR Missed	TTR Missed	Value
INC000000640224	Sheila Stone	Application	Error	Gmail	TIR Missed: No		0.00
Help Desk	Brenda Treadway	Environmental Quality		Low	Resolved	TTR Missed: No	0.00
INC000000640408	Harry D Campbell	PC/Laptop	None	None	TIR Missed: No		0.06
Metro B Desktop Support	Cody Flanders	Environmental Quality		Low	Resolved	TTR Missed: N/A	
INC000000640435	Kimberly A Wilcox	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro B Help Desk	Todd Manning	Environmental Quality		Low	Resolved	TTR Missed: No	0.00
INC000000640447	Kimberly A Wilcox	Application	Password	Microsoft Windows 7	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Environmental Quality		Low	Resolved	TTR Missed: No	0.00
INC000000640466	Mark Hansen	None	None	None	TIR Missed: No		0.00
Metro B Help Desk	Todd Manning	Environmental Quality		Low	Resolved	TTR Missed: No	0.00
INC000000640638	Kimberly A Wilcox	Application	Password	Gmail	TIR Missed: No		0.00
Help Desk	Eileen Dubach	Environmental Quality		Low	Resolved	TTR Missed: No	0.00
INC000000640646	Laurie Leib	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No		0.12
Metro B Desktop Support	Kraig Ellis	Environmental Quality		Low	Resolved	TTR Missed: No	0.12
INC000000640705	Linda Matulich	None	None	None	TIR Missed: No		0.21
Metro B Desktop Support	Mike Wilde	Environmental Quality		Low	Resolved	TTR Missed: No	0.21
INC000000640813	Wade Hansen	None	None	None	TIR Missed: No		0.07
Metro B Desktop Support	Cody Flanders	Environmental Quality		Low	Resolved	TTR Missed: No	0.07
INC000000640863	Paul Zahn	Network	None	None	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Environmental Quality		Low	Resolved	TTR Missed: No	0.00
INC000000640930	Don Verbica	None	None	None	TIR Missed: No		0.10
Metro B Desktop Support	Kraig Ellis	Environmental Quality		Low	Resolved	TTR Missed: No	0.95
INC000000640933	Melissa Copfer	Telecom	Voice Mail	Telephone	TIR Missed: No		0.12
Voice Operations	Romanza Hamblin Sorensen	Environmental Quality		Low	Resolved	TTR Missed: No	0.17
INC000000641344	Paul Zahn	Application	None	Gmail	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Environmental Quality		Low	Resolved	TTR Missed: No	0.00
INC000000641578	Krisi Schaff	Application	Error	None	TIR Missed: No		0.13
Metro B Desktop Support	Mike Wilde	Environmental Quality		Low	Resolved	TTR Missed: No	3.57
INC000000641755	Neil Taylor	None	None	Gmail	TIR Missed: Yes		21.44
Application Services	Dustin Crump	Environmental Quality		Low	Resolved	TTR Missed: Yes	21.95
INC000000641981	Britney Lovato	Telecom	None	None	TIR Missed: No		0.10
Voice Operations	Romanza Hamblin Sorensen	Environmental Quality		Low	Resolved	TTR Missed: No	0.16
INC000000642134	David Hansen	PC/Laptop	Password	None	TIR Missed: No		0.02
Metro B Desktop Support	Jay Locker	Environmental Quality		Low	Resolved	TTR Missed: No	0.02

Environmental Quality

INC000000642164	Therron Blatter	PC/Laptop	Error	None	TIR Missed: No	0.29
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	1.80
INC000000642445	Rhonda Thiele	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000642558	Phillip Goble	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000642601	Bob Hart	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000642752	David Hansen	Application	Password	Gmail	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000642846	Greg Sorenson	Network	Password	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.13
INC000000642887	Harold Burge	Application	Password	Utah Master Directory	TIR Missed: No	0.34
Help Desk	Eileen Dubach	Environmental Quality	Low	Resolved	TTR Missed: No	0.34
INC000000643185	Tina Mercer	Application	None	None	TIR Missed: No	0.28
Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Resolved	TTR Missed: No	0.83
INC000000643187	Joseph Randolph	Application	None	Microsoft Excel	TIR Missed: No	0.27
Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Resolved	TTR Missed: No	0.27
INC000000643236	John Hultquist	Telecom	None	None	TIR Missed: No	0.46
Voice Operations	Gail Christiansen	Environmental Quality	Low	Resolved	TTR Missed: No	0.46
INC000000643466	David Hansen	Application	Password	ZENworks for Desktops	TIR Missed: No	0.53
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	1.11
INC000000643615	Faye Bell	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Resolved	TTR Missed: No	0.82
INC000000643650	Delene Stevenson	Network	Error	Novell Client for 32-bit Windows	TIR Missed: Yes	1.28
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	1.28
INC000000644131	Craig Silotti	Application	None	Gmail	TIR Missed: Yes	5.07
Application Services	Dustin Crump	Environmental Quality	Low	Resolved	TTR Missed: No	5.76
INC000000644302	Loren Morton	None	None	None	TIR Missed: No	0.18
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.59
INC000000644557	Melissa Copfer	None	None	None	TIR Missed: No	0.06
Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved	TTR Missed: No	0.06
INC000000644583	Harold Sandbeck	Application	None	Gmail	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00

Environmental Quality

INC000000644679	Douglas Bacon	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.00

INC000000644760	Roy Vanos	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.00

INC000000644785	Kathryn Dozier	None	None	None		TIR Missed: No	0.09
Metro B Help Desk	Todd Manning	Environmental Quality	Low	Resolved	TTR Missed: No	0.09

INC000000644818	Karen H Keller	Network	Performance	Novell eDirectory		TIR Missed: Yes	1.64
Metro B Hosting	James Gramse	Environmental Quality	Low	Resolved	TTR Missed: No	1.64

INC000000644834	Nicole Carrell	Application	None	Gmail		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Environmental Quality	Low	Resolved	TTR Missed: No	2.08